

# VE Power Setup



VE Power Setup is a tool to update firmwares locally and remotely, or to remotely perform VE Configure, in conjunction with VEConfig.

You can read about [remote operations possible with VE Power Setup](#).

You can download it on the [software page](#).

## Troubleshooting

### VRM API not responding

When trying to do remote operations on a Color Control and you get 'VRM API not responding', it indicates a network or firewall issue. VE Power Setup needs to communicate with the VRM database, which is done by connecting to <https://juice.victronenergy.com/>. There might be a firewall blocking access to it. Your network might also require all traffic to go through a HTTP(s) proxy, which VE Power Setup does not support. Confer with your network administrator if this is the case.

### Problem communicating with two-way communication relay server

Similar to the 'VRM API not responding'. The relay server, <https://pubsub.pubnub.com/>, is used to connect to the Color Control, despite it being behind a firewall. Access to it might be blocked by a firewall, or your network requires communication to go through a HTTP(s) proxy, which VE Power Setup does not support. Confer with your network administrator if this is the case.

### Windows XP

VE Power Setup runs on Windows XP, but you may have to perform a few manual steps.

- Because Windows XP is no longer maintained by Microsoft, some installations don't have the proper SSL CA certificates installed, so you may need to install them as outlined by the [Global](#)

[Sign website](#). Power Setup needs the following:

- [digicert1.crt](#)
- [digicert2.crt](#)
- [digicert3.crt](#)
- [starfield.crt](#)
- If you get a crash right at start up, you need to install the [Microsoft Visual C 2008 redistributable](#).

## Discussion

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